




DEPARTMENT OF PROCUREMENT SERVICES  
NON-COMPETITIVE REVIEW BOARD (NCRB) APPLICATION

Complete this cover form and the Non-Competitive Procurement Application Worksheet in detail. Refer to the page entitled "Instructions for Non-Competitive Procurement Application" for completing this application in accordance with its policy regarding NCRB. Complete "other" subject area if additional information is needed. Subject areas must be fully completed and responses merely referencing attachments will not be accepted and will be immediately rejected.

Department <b>AIS</b>	Originator Name <b>Jennifer Muss</b>	Telephone <b>312.744.9723</b>	Date <b>Updated 8.25.2021</b>	Signature of Application Author 
Contract Liaison <b>Diana Ballesteros</b>	Email Contract Liaison <b>diana.ballesteros@cityofchicago.org</b>	Telephone <b>312-744-7535</b>		

List Name of NCRB Attendees/Department

Department of Assets, Information and Services  
Jennifer Muss  
Gary Bell  
Noemy Quiñones  
Patricia Martinez  
Judith Mims

Request NCRB review be conducted for the product(s) and/or service(s) described herein.

Company: Iron Mountain

Contact Person:

greg.dickerson@ironmountain.com

Phone:

309-208-4491

Email:

greg.dickerson@ironmountain.com

Project Description: The City of Chicago has a continued need for Record Management Services to support the storage and access of City records until the records can be destroyed and transitioned to R4-Services.

This is a request for:

☒ New Contract

Contract Type

☒ Blanket Agreement Term: 36 (# of mo)

☐ Standard Agreement

☐ Amendment / Modification

Type of Modification

☐ Time Extension

☐ Vendor Limit Increase ☐ Scope Change

Contract Number: \_\_\_\_\_

Specification Number: \_\_\_\_\_

Modification Number: \_\_\_\_\_

Department Request Approval

  
DEPARTMENT HEAD OR DESIGNEE

08/31/21  
DATE

David Reynolds

PRINT NAME

Recommended Approval

  
BOARD CHAIRPERSON

DATE

STEVEN M. LOBODA  
PRINT NAME

(FOR NCRB USE ONLY)

Recommend Approval/Date: \_\_\_\_\_

Return to Department/Date: \_\_\_\_\_

Rejected/Date: \_\_\_\_\_

☒ Approved

☐ Rejected

  
CHIEF PROCUREMENT OFFICER

10/8/2021  
DATE



**DEPARTMENT OF PROCUREMENT SERVICES  
NON-COMPETITIVE REVIEW BOARD (NCRB) APPLICATION  
JUSTIFICATION FOR NON-COMPETITIVE PROCUREMENT WORKSHEET**

**All applicable information on this worksheet must be addressed using each question found on the "Instructions for Non-Competitive Procurement Application" in this application.**

**Justification for Non-Competitive Procurement Worksheet**

☒ **PROCUREMENT HISTORY**

1. The City of Chicago's Department of Assets Information, and Services (AIS) is seeking a new 3-year with (2) One-Year Time Extensions Option, Sole Source Agreement with Iron Mountain (IM) to continue storing a portion of the City's records, until the records can be destroyed or transitioned to R4-Services, the City's current records vendor or future records vendor. Iron Mountain was awarded a contract with the City on September 11, 1995 for Storage of City Records. The contract PO Number and Contract Specification are as follows: PO T25068/Specification No. B59629501. On May 1, 2003, the contract expired, and a new contract was awarded to LaBelle-Rothery Movers, Inc. (LRM). The contract PO Number and Contract Specification are as follows: PO 685 and Specification No. B19629501A

The City chose to gradually transition records from IM to the LRM warehouse, and all new records would go to LRM. Unfortunately, LRM failed to perform in accordance with the terms of its contract and, as a result, PO 685 was terminated on May 5, 2005.

At that time, most of the city's inventory was still stored in IM's Record Center and services. IM continued to provide services at prices awarded under the expired 1995 contract. After an audit and settlement with LRM, records that were stored at LRM were transitioned back to IM.

2. A new specification for records storage was advertised in June 2005, but all bids were rejected in December 2005. A consultant was then hired to develop a new specification. The consultant was tasked with working with all departments that would participate in the specification to gather information on operational requirements and incorporate them into the new specification. The specification was completed by the consultant in May 2007 and distributed to the participating departments. In September 2007, requisitions were entered for a new contract by all participating departments. The new specification was advertised in June 2008 but cancelled in August 2008 due to issues raised at the pre-bid conference.

3. In October 2008, IM notified DGS/AIS that it required a price escalation to cover increased labor, fuel and related operational expenses. IM stated that, without an immediate price increase, which the 1995 Agreement could not accommodate, it would be cease services to the city and order the removal of the inventory from its warehouses.

4. In 2008, DGS/AIS looked at various contractual options to continue service through IM. In December 2008, DGS/AIS requested an Emergency contract with Iron Mountain. This request was denied by DPS with the recommendations that DGS/AIS request a Non-Competitive Procurement Agreement (NCPA). That same month, DGS/AIS and the Department of Aviation (DOA) submitted a request for a one-year contract with Iron Mountain for \$775,000. At the time the NCPA was approved, DGS/AIS did not have a scope of work or updated pricing from the vendor.

DGS/AIS initiated negotiations with the IM on the scope of work and the pricing to be included in the contract. Despite several requests, IM did not submit pricing proposals until May 2009. DGS/AIS paid the vendor by direct vouchers at pricing established in the 1995 contract. The May 2009 prices remained in effect until 2013.

5. In 2009 with support from the Mayor's Office, DGS/AIS coordinated a citywide Records Consolidation Initiative (RCI) with the goal to improve operational efficiencies, comply with the Illinois Local Records Act and reduce records storage costs. The RCI was a three-phase program to identify and destroy all city inventory eligible for destruction and to update Records Storage procedures to come into full compliance with the Illinois Local Records Act. Phase I identified all Outcarded Records or records retrieved by a department but never returned to storage or removed from records inventory, so the City continued to pay for storage. Phase II identified all records eligible for destruction and included applying for and the destruction of those records. Phase III involved the clean-up of the records inventory data so that records could be destroyed, if eligible or if not eligible, properly retained.



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Historically records were sent by City departments to storage without all the required data to determine destruction eligibility or retention under the Local Records Act. This initiative sought to rectify this problem.

The plan at that time was to review the entire City records inventory at Iron Mountain and determined what was either eligible for destruction or required for continued storage. Inventory eligible for destruction would stay at IM and be disposed of through services by IM; and inventory requiring continue storage would be transferred to the new records vendor.

Ultimately, as part of the initiative, fifty-one (51) departments updated their inventory and returned out-carded records; and some departments actively worked to destroy all eligible records for destruction under the Local Records Act.

AIS continues to work with departments to clean up data within the records inventory, to be sure records are returned when outcarded; and/or removed from storage inventory. Additionally, AIS also continues to work with Departments to destroy eligible records.

Historically, this records inventory clean-up process has been slow and continues to be slow for the following reasons:

(a) Records stored at LRM and transitioned to IM had no information except for box numbers and Department IDs; and a large volume of boxes were sent to remote storage with minimal or incorrect information, as well as missing dates, including record date range and destruction dates.

(b) City-wide staff was assigned to complete their Department's Records Consolidation Initiative project, but over time staff was reassigned or tasks re-prioritized.

From 2009-2011, 16,425 boxes or 20,905 cubic feet of records were destroyed.

In 2012, 2FM/AIS worked with DPS and Accenture to develop a Request for Proposal for a new records storage contract including a requirement that the vendor have or develop an online system to eliminate manual processing of records. The Records Storage and Related Records Management Services contract was awarded to R4-Services on September 11, 2013. It is a five-year contract with two 2-year renewals (Spec #: 105939; Contract Number: 27434). The contract and extensions expire in September 2022. The R4 contract is managed by AIS for all City departments except for Inspector General, Aviation, City Clerk, Public Health. Those departments manage and budget for storage and services for their department's records. AIS, however, manages destruction services for all City departments.

With the new R4 contract in place, 2FM/AIS determined that the most cost effective approach to records management was to leave records at IM; records with a destruction date of 2014 and earlier were to remain and would be eventually destroyed pursuant to the LRA; and to transition all other records at IM with a destruction date of 2015 and later to R4-Services.

In 2013, 2FM/AIS negotiated a new pricing structure with IM that has remained in effect until now and will continue until a new contract is reached and approved by the NCRB. Please see letter date March 11, 2014 with Price Schedule.

Since 2015 AIS has implemented its strategy – leaving records at IM with a destruction date of 2014 or earlier and removing all other records to R4. Resulting in the following with respect to the City's records inventory.

**Boxes Transitioned to R4**

91,209 boxes or 142,404 Cubic Feet of records have been transitioned from IM to R4.

**Boxes Remaining at Iron Mountain**

105,122 boxes or 159,745 Cubic Feet of records remain at IM.

**Boxes Yearly Transitioned to R4 Services**

Year	Boxes
2015	50,229



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2016	8,668
2017	7,259
2018	10,356
2019	9,822
2020	4,875
2021 (expected)	10,000

AIS's procurement objective is to eliminate paying IM for services using an Exhibit B. Since, Iron Mountain continues to store a portion of the City's records, records which are either eligible for destruction or will be destroyed in the future, it makes fiscal sense to leave those records at IM and have IM destroy them once they are eligible. This plan avoids paying to move the records to the current vendor (a significant cost) and then paying that vendor to destroy them.

As a result, an agreement is needed with IM for records storage and destruction services. The contract with IM will not allow for new records to be stored at IM's records center. The contract with IM has been negotiated with the assistance of the City's Law Department and is attached to this Application.

Continued support from other City departments is needed to review and edit inventory data, to travel to the records center to review box content when necessary and to identify records eligible for destruction or alternatively identify those records to be transitioned for longer term storage. This must be done by individual City departments, not AIS.

6. The services the City requires from IM are unique. AIS needs a contract with IM for the storage and destruction of records that are currently stored at IM's records center. AIS does not anticipate issuing an RFP for these services since no other vendor houses those records. Occasionally, records stored at IM may be retrieved from IM's records center. However, records will not be returned to IM. Any records retrieved from IM by a City department will not be returned to IM, but instead will be returned to the City's current records vendor, currently R4.

☒ **ESTIMATED COST**

1. City has 105,122 boxes or 159,745 cubic feet of records at Iron Mountain and the estimated cost for this requirement is \$492,014.60

The chart below shows the cost to transition those records, the cost to destroy those records if they were eligible to be destroyed and the cost to store them annually.

**Records Management's Current Condition**

	Boxes	CF	\$
Inventory	105,122	159,745	
If Destroyed Today	105,122		\$432,908.00
If Transitioned Today	105,122		\$492,014.60
If Maintained Yearly	105,122		\$208,946.00

The chart below shows annual expenses to maintain the records at Iron Mountain and what was budgeted for 2021

**\*Estimated Annual Expenses**

	Boxes	CF	\$
Inventory	105,122	159,745	
Maintaining per year			\$208,946





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Budgeted last year for 2021 \$225,000

\*denotes: The cost for these services will fluctuate depending on the levels of activity required.

2. The estimated cost per fiscal year to store the records is \$208,946. If the City decided to move the records to the current vendor, it would incur charges to move them (transition them) and then pay to destroy them or pay to store them, if eligibility is unknown. Leaving them in place at IM saves the city the cost of moving them. It is more cost effective to leave those records at IM and dispose/destroy as those records are eligible and approved for destruction.

The cost to move them to the current vendor is \$492,014.60.

3. If City Department's diligently reviewed their records inventory at IM and actively submit applications for destruction to the State – AIS may be able to dispose of records on a regular basis over time. An aggressive schedule to do that would be to dispose of 20% of the City's records annually based upon previous assumptions and historical data. The cost of doing that is shown below and would be approximately \$85,500.00 per year. However, without departments assigning staff to actively review records inventory, and at times reviewing boxes of undefined records on site, this 20% annual rate of destruction is purely aspirational.

4. The plan is to reduce 20,016 of boxes of records or 30,560 cu.ft. eligible for destruction over time. Below shows the annual destruction cost if we were able to destroy 20% of the inventory at IM per year.

Current Rate	Boxes per year	Cu. Ft. per year	Cost per year	5 Year total cost
\$2.71	20,016	30,560	\$ 85,568.00	\$427,840.00

5-Year Destruction

Current Rate	Boxes per year	Cu. Ft. per year	Cost per year	5 Year total cost
\$2.80	20,016	30,560	\$85,568.00	\$427,840.00
\$2.71			\$85,568.00	\$342,272.00
\$2.71			\$85,568.00	\$256,704.00
\$2.71			\$85,568.00	\$171,136.00
\$2.71			\$85,568.00	\$85,568.00

5. The services of IM are unique in that they house City records currently. And in order to move them the City would incur a substantial cost. Given that the majority of the records should be eligible for destruction, it makes fiscal sense to leave the records in place, determine their status and then destroy them at IM.

The City has been doing business with IM for decades. They have a working understanding of the City's records requirements and process. They have committed to following the City's data requirements in its online system, capturing box numbers and other pertinent information to ensure accurate box counts.

6. Over the past several years, AIS with the Law department has negotiated a Price Schedule with IM which is similar to the current Pricing Schedule in effect now. The current Pricing Schedule is attached. The current schedule remains in effect until the new contract is signed. The negotiated Price Schedule for the new contract is attached as well. This Price Schedule goes into effect one year after the new sole source agreement is signed. It provides for a contract. Please see email attached from Greg Dickerson.

☒ **SCHEDULE REQUIREMENTS**

1. As stated above – the City has been working with IM for decades. Numerous attempts were made to reach agreement over the year. Agreement on terms and price have been reached. The negotiated contract is attached.

2. N/A

3. N/A



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4. N/A

☒ **EXCLUSIVE OR UNIQUE CAPABILITY**

1. IM currently house about 159,745 CF of City records. The fact that these records are stored and have been stored at IM makes IM's services unique and exclusive. In order to move the records the City would incur significant costs to remove them to a different vendor and/or location. It makes more sense to leave the records in place, given that the majority of the records are eligible for destruction, to leave them at IM and work with the various departments to apply for destruction certificates from the state and have IM destroy them.

2. N/A

3. N/A

4. N/A

5. As explained above, it does not make fiscal sense to bid the storage and destruction service out to another vendor as the cost to move the records can be avoided, if the City leaves the records in place and instead concentrates on assisting departments to more completely identify their records and to then apply for destruction of eligible records.

6. Same as #5

7. N/A

8. N/A

☐ **OTHER**



## DEPARTMENT OF PROCUREMENT SERVICES NON-COMPETITIVE REVIEW BOARD (NCRB) APPLICATION INSTRUCTIONS FOR NON-COMPETITIVE PROCUREMENT APPLICATION

### INSTRUCTIONS FOR PREPARATION OF NON-COMPETITIVE PROCUREMENT APPLICATION

If a City Department has determined that the purchase of supplies, equipment, work and/or services cannot be done on a competitive basis, a justification must be prepared on this "Justification for Non-Competitive Procurement Application" in which procurement is requested on a or non-competitive basis in accordance with 65 ILCS 5/8-10-4 of the Illinois Compiled Statutes. Using this instruction sheet, all applicable information must be addressed on the worksheet. The information provided must be complete and in sufficient detail to allow for a decision to be made by the Non-Competitive Procurement Review Board. For Amendments, Modifications, describe in detail the change in terms of dollars, time period, scope of services, etc., its relationship to the original contract and the specific reasons for the change. Indicate both the original and the adjusted contract amount and/or expiration date with this change.

Attach a DPS Checklist and any other required documentation; the Board will not consider justification with incomplete information documentation or omissions.

#### PROCUREMENT HISTORY

1. Describe the requirement and how it evolved from initial planning to its present status.
2. Is this a first time requirement or a continuation of previous procurement from the same source? If so, explain the procurement history.
3. Explain attempts made to competitively bid the requirement (attach copy of sources contacted).
4. Describe in detail all research done to find other sources; list other cities, companies in the industry, professional organizations contacted. List periodicals and other publications used as references.
5. Explain future procurement objectives. Is this a one-time request or will future requests be made for doing business with the same source?
6. Explain whether or not future competitive bidding is possible. If not, explain in detail.

#### ESTIMATED COST

1. What is the estimated cost for this requirement or for each contract, if multiple awards are contemplated? What is the funding source?
2. What is the estimated cost by fiscal year?
3. Explain the basis for estimating the cost and what assumptions were made and/or data used (i.e., budgeted amount, previous contract price, current catalog or cost proposal from firms solicited, engineering or in-house estimate, etc.)
4. Explain whether the proposed Contractor or the City has a substantial dollar investment in original design, tooling or other factors which would be duplicated at City expense if another source was considered. Describe cost savings or other measurable benefits to the City which may be achieved.
5. Explain what negotiation of price has occurred or will occur. Detail why the estimated cost is deemed reasonable.

#### SCHEDULE REQUIREMENTS

1. Explain how the schedule was developed and at what point the specific dates were known.
2. Is lack of drawings and/or specifications a constraining factor to competitive bidding? If so, why is the proposed Contractor the only person or firm able to perform under these circumstances? Why are the drawings and specifications lacking? What is the lead time required to get drawings and specifications suitable for competition? If lack of drawings and specifications is not a constraining factor to competitive bidding, explain why only one person or firm can meet the required schedule.
3. Outline the required schedule by delivery or completion dates and explain the reasons why the schedule is critical.
4. Describe in detail what impact delays for competitive bidding would have on City operations, programs, costs and budgeted funds.

#### EXCLUSIVE OR UNIQUE CAPABILITY

1. If contemplating hiring a person or firm as a Professional Service Consultant, explain in detail what professional skills, expertise, qualifications, and/or other factors make this person or firm exclusively or uniquely qualified for the project. Attach a copy of the cost proposal, scope of services, and Temporary Consulting Services Form.
2. Does the proposed firm have personnel considered unquestionably predominant in the particular field?
3. What prior experiences of a highly specialized nature does the person or firm exclusively possess that is vital to the job, project or program?
4. What technical facilities or test equipment does the person or firm exclusively possess of a highly specialized nature which is vital to the job?
5. What other capabilities and/or capacity does the proposed firm possess which is necessary for the specific job, project or program which makes them the only source who can perform the work within the required time schedule without unreasonable costs to the City?
6. If procuring products or equipment, describe the intended use and explain any exclusive or unique capabilities, features and/or functions the items have which no other brands or models possess. Is compatibility with existing equipment critical from an operational standpoint? If so, provide detailed explanation?
7. Is competition precluded because of the existence of patent rights, copyrights, trade secrets, technical data, or other proprietary data (attach documentation verifying such)?
8. If procuring replacement parts and/or maintenance services, explain whether or not replacement parts and/or services can be obtained from any other sources? If not, is the proposed firm the only authorized or exclusive dealer/distributor and/or service center? If so, attach letter from manufacturer on company letterhead.

#### MBE/WBE COMPLIANCE PLAN

- \* All submissions must contain detailed information about how the proposed firm will comply with the requirements of the City's Minority and Women Owned Business program. All submissions must include a completed C-1 and D-1 form, which is available on the Procurement Services page on the City's intranet site. The City Department must submit a Compliance Plan, including details about direct and indirect compliance.

#### OTHER

1. Explain other related considerations and attach all applicable supporting documents, i.e., an approved "ITGB Form" or "Request For Individual Hire Form".

#### REVIEW AND APPROVAL

This application must be signed by both Originator of the request and signed by the Department Head. After review and final disposition from the Board, this application will be signed by the Board Chairman. After review and final disposition from the Board, this form will be presented to the Chief Procurement Officer recommending approval.

## Project Checklist

Attach required forms for each procurement type and detailed scope of services and/or specifications and forward original documents to the Chief Procurement Officer; City Hall, Room 806.

<b>Date:</b> 07-JUN-2021		For blanket agreements, original or lead department must consult with other potential departments who may want to participate on the blanket agreement. If grant funded, attach copy of the approved grant application and other terms and conditions of the funding source. Note: 1) <b>Funding:</b> Attach information if multiple funding lines; 2) <b>Individual Contract Services:</b> Include approval form signed by Department Head and OBM; 3) <b>ITGB:</b> IT project valued at \$100,000.00 or more, attach approval transmittal sheet.																										
<b>Department Name:</b> AIS																												
<b>Requisition No:</b> 406714	<b>Specification No:</b> 1225669	<b>*Contract Liaison Signature</b> 																										
<b>PO No:</b>	<b>Modification No:</b>																											
<b>Contract Liaison:</b> Diana Ballesteros		<b>Project Title:</b> NCRB Request for a New 3-Year Sole Source Contract with Iron Mountain for Record Management Services																										
<b>Telephone:</b> (312) 744-7535		<b>Project Description:</b> Iron Mountain - Record Management Services																										
<b>Email:</b> diana.ballesteros@cityofchicago.org																												
<b>Project / Program Manager:</b> Noemy Quinones																												
<b>Telephone:</b> 312-744-6039																												
<b>Email:</b> noemy.quinones@cityofchicago.org		<b>Funding:</b> <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td><input checked="" type="checkbox"/> Corporate</td> <td><input type="checkbox"/> Bond</td> <td><input type="checkbox"/> Enterprise</td> <td><input type="checkbox"/> Grant</td> <td><input type="checkbox"/> Other:</td> </tr> <tr> <td><input type="checkbox"/> IDOT/Transit</td> <td><input type="checkbox"/> IDOT/Highway</td> <td><input type="checkbox"/> FHWA</td> <td><input type="checkbox"/> FTA</td> <td><input type="checkbox"/> FAA</td> </tr> </table>							<input checked="" type="checkbox"/> Corporate	<input type="checkbox"/> Bond	<input type="checkbox"/> Enterprise	<input type="checkbox"/> Grant	<input type="checkbox"/> Other:	<input type="checkbox"/> IDOT/Transit	<input type="checkbox"/> IDOT/Highway	<input type="checkbox"/> FHWA	<input type="checkbox"/> FTA	<input type="checkbox"/> FAA										
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<b>Check One:</b> <input checked="" type="checkbox"/> <b>New Contract Request</b>		<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th>LINE</th> <th>FY</th> <th>FUND</th> <th>DEPT</th> <th>ORGN</th> <th>APPR</th> <th>ACTV</th> <th>PROJECT</th> <th>RPTG</th> <th>ESTDOLLAR AMOUNT</th> </tr> <tr> <td>01</td> <td>021</td> <td>0100</td> <td>038</td> <td>4128</td> <td>0140</td> <td>220140</td> <td>0</td> <td>0</td> <td>\$1,125,000.00</td> </tr> </table>							LINE	FY	FUND	DEPT	ORGN	APPR	ACTV	PROJECT	RPTG	ESTDOLLAR AMOUNT	01	021	0100	038	4128	0140	220140	0	0	\$1,125,000.00
LINE	FY	FUND	DEPT	ORGN	APPR	ACTV	PROJECT	RPTG	ESTDOLLAR AMOUNT																			
01	021	0100	038	4128	0140	220140	0	0	\$1,125,000.00																			
<b>*By signing below, I attest the estimates provided for this contract are true and accurate.</b>																												
<b>*Project / Program Manager Signature</b> 		<b>Purchase Order Type:</b> <input checked="" type="checkbox"/> Blanket/Purchase Order (DUR) <input type="checkbox"/> Master Consultant Agreement (Task Order) <input type="checkbox"/> Standard/One-Time Purchase																										
<b>*Commissioner/Authorized Designee Signature</b> 		<b>Procurement Method:</b> <input type="checkbox"/> Bid <input type="checkbox"/> RFP <input type="checkbox"/> RFQ <input type="checkbox"/> RFI <input type="checkbox"/> Small Order																										
<b>Purchase Order Information:</b> <b>Contract Term (No. of Months):</b> 3 Years <b>Extension Options (Rate of Recurrence):</b> (2) one-year <b>Estimated Spend/Value:</b> \$ 1,125,000.00 <b>Grant Commitment / Expiration Date:</b>		<b>Special Approvals Required:</b> <input type="checkbox"/> Emergency <input checked="" type="checkbox"/> Non-Competitive Review Board (NCRB) <input type="checkbox"/> Request for Individual Contract Services <input type="checkbox"/> Information Technology Governance Board (ITGB)																										
<b>Pre-Bid/Submittal Conference:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Mandatory <input type="checkbox"/> Site Visit		<b>Contract Type:</b> <input type="checkbox"/> Architect Engineering <input type="checkbox"/> Commodity <input type="checkbox"/> Construction <input type="checkbox"/> JOC <input type="checkbox"/> SBI <input type="checkbox"/> Professional Services <input type="checkbox"/> Revenue Generating <input type="checkbox"/> Vehicle & Heavy Equipment <input checked="" type="checkbox"/> Work Service <input type="checkbox"/> Joint Procurement <input type="checkbox"/> Reference Contract																										
<input type="checkbox"/> <b>Modification or Amendment</b> <b>Modification Information:</b> <b>PO Start Date:</b> _____ <b>PO End Date:</b> _____ <b>Amount (Increase/Reduction):</b> _____		<b>Modification/Amendment Type:</b> <input type="checkbox"/> Time Extension <input type="checkbox"/> Scope Change/Price Increase /Additional Line Item(s) <input type="checkbox"/> Vendor Limit Increase <input type="checkbox"/> Requisition Encumbrance Adjustment <input type="checkbox"/> Other (specify): _____																										
<b>MBE/WBE/DBE Analysis: (Attach MBE/WBE/DBE Goal Setting Memo)</b> <input type="checkbox"/> Full Compliance <input type="checkbox"/> Contract Specific Goals <input type="checkbox"/> No Stated Goals <input checked="" type="checkbox"/> Waiver Request		<b>Vendor Info:</b> <b>Name:</b> Iron Mountain <b>Contact:</b> Greg Dickerson <b>Address:</b> _____ <b>E-mail:</b> greg.dickerson@ironmountain.com <b>Phone:</b> (309) 208-4491																										
<b>Risk Management / EDS</b> <b>Insurance Requirements (included)</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <b>EDS Certification of Filing (included)</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																												





CITY OF CHICAGO



DEPARTMENT OF ASSETS, INFORMATION & SERVICES (AIS)

MEMORANDUM

**To:** Monica Jimenez  
Acting Chief Procurement Officer  
Department of Procurement Services

**From:** *David J. Reynolds JSB*  
David J. Reynolds  
Commissioner  
Department of Assets, Information and Services

**Date:** June 7, 2021 / Updated August 31, 2021

**Subject:** NCRB Request to Enter into a New Three (3) Year Agreement with Iron Mountain for Records Management Services

**Spec No.:** 1225669

**Requisition:** 406714

The Department of Assets, Information and Services (AIS) is requesting approval of a new three (3) Year Sole Source contract with Iron Mountain. AIS is also requesting that this new contract includes two (1) year contract extension options. The contract will be for storage, retrieval, and destruction services of records that are currently stored at Iron Mountain.

AIS wishes to enter into a sole source agreement with Iron Mountain for the storage, retrieval and destruction of the records currently stored at Iron Mountain's records centers. The city has worked with Iron Mountain since 1995. The contract with Iron Mountain expired 31-DEC-07.

Over the past 10 years AIS has transitioned 142,404 CF and 91,209 boxes of records stored at IM. The majority of records remaining at IM are records eligible for destruction. Once City departments complete the necessary review and application for destruction, AIS can work with those departments to have the records properly destroyed. This process, however, will require city-wide department cooperation and dedicated staff to complete this process.

In the meantime, a contract is required with Iron Mountain to continue to store and destroy city records.

AIS estimates that the cost of the services with Iron Mountain over the proposed term of the sole source contract with Iron Mountain will be approximately \$225,000.00 annually.

Thank you for your consideration to AIS's request for a contract with Iron Mountain. Please feel free to contact Judith Mims at (312) 742-1817 if further information is required.

Thank you in advance.

**Cc:**  
J. Muss/AIS  
G. Bell/AIS  
J. Mims/AIS  
N. Quinones/AIS



*JMun*  
8/26/2021

## DEPARTMENT OF ASSETS, INFORMATION & SERVICES

### Outline Scope of Work

Specification Number 1222096

The City of Chicago desires to execute a Statement of Work with the Iron Mountain Information Management LLC, to provide record storage and management services for the City of Chicago.

These services include:

- Storage services:
  - Provide regular storage areas for standard City records, e.g., health records, payroll documents, tapes, financial records, microfilm, microfiche, etc.
  - Provide temperature-controlled environmental/vault storage for records that are determined by the City to warrant special preservation.
  - Implement pest control program at its Facilities to prevent or eliminate pest infiltration at its Facilities.
  - Provide Disaster Recovery Plan
  - Provide 24/7/365 day closed circuit surveillance/lock door policy and monitored security system.
- Retrieval and Delivery Services:
  - Remove carton or file from carton from Contractor's warehouse or stage at warehouse for box review purposes.
  - Retrieve cartons, files, and file pages during business hours of requesting department.
  - Provide Pick-up response times according to the following delivery schedule:
- Refile Services: (Only needed infrequently, if file needs to be reinstated)
  - Return previously retrieved cartons, files, and file pages to warehouse.
  - Reinstatement permanently withdrawn cartons, files, and file pages.
  - Correct cartons, files, and file pages that have been recorded incorrectly.
  - Upon delivery of carton(s) to warehouse, enter its Identification data into a database.
  - Review all cartons upon arrival at the storage facility.
  - Ensure that cartons containing the words "Medical Records" are inputted into the Contractor database and are searchable by any of the following fields:
    - Name
    - Date of Birth
    - Record Number
    - Patient ID
    - Clinic Location

(cont.)

TYPE OF DELIVERIES/PICKUP	DELIVERY/PICKUP TIMES
<b>Rush Delivery</b> Orders placed by 1 pm	Same day delivery within 3 hours after the order is placed
a. <b>Half Day Deliveries/Pick-up</b> Orders placed by 10:00 a.m.	a. Same day delivery/pickup by 5:00 p.m.
b. Orders placed by 3:00 p.m.	b. Next business day by 12:00 p.m.
<b>Next Day Deliveries/Pick-up</b> Orders placed between 3:00-5:00 p.m.	Next business day by 5:00 p.m. Or by close of business day at the facility/location, whichever is earlier

- Transportation Handling Services:
  - Move City records to and from Delivery vehicle into facility
- Onsite review of Records
  - Have adequate space at Facility to allow City personnel to review large volumes of City records.
  - Provide access to the internet for AIS and other Customer Departments
  - Transition records designated R4 (or new vendor) to include the verbiage justification and the box lost letter containing box number and content
- Lifecycle Records Destruction Services
  - Destroy records per City request at warehouse or City facility.
  - Document destruction in accordance with the Local Records Act and Illinois State Records Act ("the Acts")
  - Destroy health information in accordance to HIPAA and the United States Department of Health and *Human Services' Guidance to Render Unsecured Protected Health Information Unusable, Unreadable or Indecipherable to Unauthorized Individuals* in one of the following ways:
    - Paper, film, or other hard copy media have been destroyed such that the protected health information cannot be read or otherwise cannot be reconstructed. Redaction is specifically excluded as a means of data destruction.
    - Electronic media have been cleared, purged, or destroyed consistent with NIST Special Publication 800-88, Guidelines for Media Sanitization, as amended, available at <http://csrc.nist.gov/>, such that the protected health information cannot be retrieved.
    - Note date and destruction of record on City's inventory.
- Permanent Withdrawal Services
  - Remove City record of Contractor's database and/or Contractor's storage facility:
    - Withdraw records from online inventory according to Department's justification and adds verbiage why the box was withdrawn

---

Jennifer Muss  
Deputy Commissioner  
Assets Information and Services  
City of Chicago

IM Transition Plan  
04/13/21

Boxes must be

- Stacked same size boxes
  - Have labels facing towards the outside of the pallet
  - Stretch wrap pallets for transportation
  - Load shipments onto vehicles of the City or R4 Services for transportation
- 
- Provides the City and R4 Services an electronic inventory confirmation report of the boxes transported to R4 Services. Each shipment will have a unique electronic inventory which will include box count, cubic feet and box bar code numbers.
  - Provides a reason for each box listed on the shipment and not released to R4 Services within 48 hours after shipment
  - Charges the City no more than \$3.08 per cubic feet to withdraw the records and the cost of retrieval.
  - Provides the City and R4 Services the contact information for each location where records are to be picked up.
  - Places a permanent withdrawal status to each box released to R4; and
  - Add a justification language to the long description field in IM Connect on line system that reads: **"Permanently Removed to R4 Services"** for each box transitioned to R4 Services. Language must be inserted in front of any existing language. or
  - For boxes **not found/not released** to R4 Services, justification language in IM Connect online system read: **"Box not found by IM"** for each box not found/released to R4 Services. Language must be inserted in front of any existing language; and
    - Include at minimum, box number, date range, destruction date, major and minor descriptions to the box not found/not released letter; and
  - Provides the City a letter for **boxes not found/released** to R4 Services to include: box number, department name
  - Provides a report per shipment showing the justification language was added to IM Connect System
  - Confirms total box count, cubic feet and box bar code numbers transitioned for each shipment before another electronic report is sent by City. (confirmation must agree with R4 services total box count, cubic feet and box numbers)
  - Provides a Project invoice. **It must be separate from the regular City activity invoice**
  - Provides one work order per shipment.
  - Debits the permanent withdrawal and retrievals to the appropriate Department ID/Cost Code, in this case dept ID: REVENUE
  - Project invoices must include: Invoice Account Overview, Activity Totals Report, Activity Report, Detail Billing Transition Report.
  - Manifests are sent to me and Mike Kelly and Mike Hobin at R4 Services





CITY OF CHICAGO



DEPARTMENT OF ASSETS, INFORMATION & SERVICES

## MEMORANDUM

**To:** Monica Jimenez  
Acting Chief Procurement Officer  
Department of Procurement Services

**From:** David J. Reynolds JSB  
David J. Reynolds  
Commissioner  
Department of Assets, Information & Services

**Date:** June 7, 2021

**Subject:** NCRB Request to enter into an agreement with Iron Mountain for  
Records Management Services

**Spec No.:** 1225669

**Requisition:** 406714

The Department of Assets, Information & Services (AIS) would like to enter into a Sole Source NCRB Agreement with Iron Mountain (IM) for the storage and destruction of city records that are currently being stored at IM's records centers.

AIS understands Iron Mountains request for full waiver of MBE/WBE goals for this contract.

Given that the services under this contract are limited to storage of records and the destruction of records at IM's records center, the activities necessary under the contract would be performed mainly by Iron Mountain employees. These factors limit MBE/WBE opportunities.

Iron Mountain has submitted a request for waiver which is attached to the application.

Please contact Diana Ballesteros at (312) 744-7535, if you have any questions or concerns.

Thank you for your cooperation.

Cc: Gary Bell  
Jennifer Muss



**To: Office of David Reynolds  
Commissioner, Department of Assets, Information and Services.**

**Iron Mountain Agreement Price Schedule**

This letter hereby serves as notice to the City of Chicago that Iron Mountain shall provide the service under the Iron Mountain – City of Chicago contract at the prices listed in the attached exhibit that is included in the Sole Source agreement. The correct rate schedule for this agreement is dated 10/18/2019. A copy of these rates have been included in this correspondence.

These rates will follow the terms of the Agreement and in accord with Article 4 "Compensation", Section 4.1 "Basis of Payment".

Thank you for your consideration,

*Gregory J Dickerson*

**GREG DICKERSON | TERRITORY BUSINESS DIRECTOR  
IRON MOUNTAIN**

309-208-4491 – mobile  
[www.IronMountain.com](http://www.IronMountain.com)  
1301 S. Rockwell St.  
Chicago, IL. 60608

OUR VALUES: Integrity | Safety & Security | Customer Value | Ownership | Inclusion & Teamwork



**PRICING SCHEDULE  
10/18/2019**

PRICING SCHEDULE			Cost per Box Size		
Core Services	U of M	Unit Price	Box Size 1.2 cf	Box Size 2.4 cf	Box Size 3.6 cf
Carton Storage	cf	\$0.112	\$0.13	\$0.27	\$0.40
Receiving and Entry - New Deposits Only	cf	\$0.98	\$1.18	\$2.35	\$3.53
Regular Retrieval - Carton	cf	\$1.27	\$1.52	\$3.05	\$4.57
Regular Retrieval - File from Carton	file	\$1.69	NA	NA	NA
Regular Refile - Carton	cf	\$1.27	\$1.52	\$3.05	\$4.57
Regular Refile - File to Carton	file	\$1.69	NA	NA	NA
Regular Refile Reinstatement - Carton	cf	\$1.27	\$1.52	\$3.05	\$4.57
Regular Refile Reinstatement - File to Carton	file	\$1.69	NA	NA	NA
Archival Destruction - Carton (no retrieval)	cf	\$1.53	\$1.84	\$3.67	\$5.51
Archival Destruction - Carton Plus Retrieval	cf	\$2.80	\$3.36	\$6.72	\$10.08
Permanent Withdrawal - Carton (includes a justification language on system)	carton	\$1.91	\$1.91	\$1.91	\$1.91
Permanent Withdrawal - Carton (plus a Retrieval) this includes justification language added on system (@1.91 each plus retrieval)	carton	\$1.91	\$3.43	\$4.96	\$6.48
Permanent Withdrawal - File from Carton	file	\$0.92	NA	NA	NA
Permanent Withdrawal File from Carton Plus Regular Retrieval File from Carton	file	\$2.61	NA	NA	NA
Transportation Handling Charge (labor)	cf	\$1.11	\$1.33	\$2.66	\$4.00
Next Day Delivery (Transportation) includes Zone Metro	p/trip	\$12.10	NA	NA	NA
Plus Handling Charge	cf	\$1.11	\$1.33	\$2.66	\$4.00
Regular Pick-up (Transportation) includes Zone Metro	p/trip	\$12.10	NA	NA	NA
Plus Handling Charge	cf	\$1.11	\$1.33	\$2.66	\$4.00
Premium Services	U of M	Unit Price	Box Size 1.2	Box Size 2.4	Box Size 3.6
Rush Retrieval - Carton	cf	\$4.96	\$5.95	\$11.90	\$17.86
Rush Retrieval - File from Carton	file	\$6.79	NA	NA	NA
Regular Interfile - Carton	each	\$7.49	NA	NA	NA
Half Day Delivery (Transportation) includes Zone Metro	p/trip	\$39.69	N/A	N/A	N/A
Plus Handling Charge	cf	\$1.11	\$1.33	\$2.66	\$4.00
Plus Retrieval Charge	cf	\$1.27	\$1.52	\$3.05	\$3.60
Rush Delivery (Transportation)- Business Day include Zone Metro	p/trip	\$79.57	NA	NA	NA
Plus Handling Charge	cf	\$1.11	\$1.33	\$2.66	\$4.00
Plus Rush Retrieval Charge	cf	\$4.96	\$5.95	\$11.90	\$17.86
Rush Delivery Weekends/Holidays/After Hours incl. Zone Metro	p/trip	\$159.14	NA	NA	NA
Plus Handling Charge	cf	\$1.11	\$1.33	\$2.66	\$4.00
Plus Rush Retrieval Charge	cf	\$4.96	\$5.95	\$11.90	\$17.86
Archival Destruction - File from Carton	file	\$0.92	NA	NA	NA
Archival Destruction - File from Carton Plus Regular Retrieval	file	\$2.61	NA	NA	NA
Re-Pack Labor Charge	each	\$5.63			
Plus carton (includes lid)			\$2.99	\$3.00	discontd
Re-Lid Labor Charge	each	\$3.60			
Plus Lid	each		\$0.65	\$0.65	

Other Program Fees	U of M	Unit Price	Box Size 1.2	Box Size 2.4	Box Size 3.6
Administrative Fee (Includes Invoice Total, Department Totals, Monthly Activity and Daily Detail reports)	each	\$0.00	NA	NA	NA
Fuel Surcharge	each	\$0.00	NA	NA	NA
Computer Record Fee (this includes correcting and updating inventory data)	each	\$0.00	NA	NA	NA
Computer Search/Research/ Computer Help Desk/ Customer Service	each	\$0.00	NA	NA	NA
Reinstatments due to IM errors	each	\$0.00	NA	NA	NA
Permanent Withdrawals resulting in a reinstatement caused by IM error	each	\$0.00	NA	NA	NA
Permanent Withdrawal - done Online by City	each	\$0.00	NA	NA	NA
Reports	each	\$0.00	NA	NA	NA
Labels (includes a reprint of a labels for cartons with a permed out status)	each	\$0.00	NA	NA	NA
<b>TRANSITION:</b> Justification language on long description field for boxes not found and boxes transitioned; letter for boxes not found; Detail Report of boxes transferred; Separate invoice for Special Projects; Pallet Transportation	each	\$0.00			
<b>Transition Charges:</b>					
Retrieval plus	cf	\$1.27	\$1.52	\$3.05	\$4.57
Permenent Withdrawal	carton	1.91	1.91	1.91	1.91

Custom Pricing	U of M	Unit Price	Comment
Internal Project	p/day	\$100.00	First three (3) days per month are at no charge (plus regular retrieval and refile charges)
Plus regular carton retrieval	cf	\$1.27	
Plus regular carton refile	cf	\$1.27	
Miscellaneous Services - Labor	p/hour	\$55.67	
Standard Letter/Legal - Top	each	\$0.65	
Individual Listing (file)	each	\$0.61	
Standard Letter/legal (1.2 CF) Box and Lid	each	\$2.99	
Letter Transfer (2.4 CF) Box and Lid	each	\$3.00	
Legal Transfer (3.6) Box and Lid	each		discontinued
Storage Minimum	no	\$0.00	
Order Minimum	no	\$0.00	

Deliveries/Pickups	
Next Day Delivery/Pickup	Order by 3 pm delivery next business day
Half Day Delivery / Pickup	Order by 10 am for delivery same business day or order by 3 pm delivery next business day by noon
Rush Delivery/Business Day	Delivery within 3 hours of placement of Order (for orders received not later than 2 pm) on a business day.
Rush Delivery/Weekends/Holiday/After Hours	Delivery wtihing 4 hours of placement of order





CERTIFICATE OF FILING FOR  
CITY OF CHICAGO ECONOMIC DISCLOSURE STATEMENT

EDS Number: 162791

Date of This Filing: 05/21/2021 10:10 AM

Certificate Printed on: 05/31/2021

Original Filing Date: 05/21/2021 10:10 AM

Disclosing Party: Iron Mountain Information  
Management LLC

Title: Sales Support

Filed by: Sales Support

Matter: Document Storage Services

Applicant: Iron Mountain Information  
Management LLC

Specification #:

Contract #:

The Economic Disclosure Statement referenced above has been electronically filed with the City. Please provide a copy of this Certificate of Filing to your city contact with other required documents pertaining to the Matter. For additional guidance as to when to provide this Certificate and other required documents, please follow instructions provided to you about the Matter or consult with your City contact.

A copy of the EDS may be viewed and printed by visiting <https://webapps1.chicago.gov/eds> and entering the EDS number into the EDS Search. Prior to contract award, the filing is accessible online only to the disclosing party and the City, but is still subject to the Illinois Freedom of Information Act. The filing is visible online to the public after contract award.



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
10/29/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Marsh USA, Inc. 1166 Avenue of the Americas New York, NY 10036 Attn: Norwalk.certrequest@marsh.com Fax: 212-948-0929  CN102809999-GAWU--20-21	<b>CONTACT</b> NAME: PHONE (A/C, No, Ext): E-MAIL ADDRESS:  <b>INSURER(S) AFFORDING COVERAGE</b>  <b>INSURER A:</b> ACE American Insurance Company <b>INSURER B:</b> Indemnity Insurance Company of North America <b>INSURER C:</b> ACE Property and Casualty Insurance Company <b>INSURER D:</b> ACE Fire Underwriters Ins. Co. <b>INSURER E:</b> <b>INSURER F:</b>	<b>FAX</b> (A/C, No):  <b>NAIC #</b>  22667 43575 20699 20702
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**COVERAGES****CERTIFICATE NUMBER:**

NYC-009498074-87

**REVISION NUMBER:** 92

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:		HDO G71564836	11/01/2020	11/01/2021	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 25,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 10,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	<input checked="" type="checkbox"/> <b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY		ISA H25310433	11/01/2020	11/01/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
C	<input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 25,000		XEUG27918359 006	11/01/2020	11/01/2021	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000
B A D	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	<input checked="" type="checkbox"/> Y <input checked="" type="checkbox"/> N N/A	WLR C67813406 (AOS) WLR C67813443 (AZ, CA, MA) SCF C67813480 (WI)	11/01/2020 11/01/2020 11/01/2020	11/01/2021 11/01/2021 11/01/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	<b>EXCESS WC &amp; EMP. LIABILITY</b>		WCU C67813522 (OH & WA)	11/01/2020	11/01/2021	Each Accident/Emp for Disease \$ 1,000,000 SIR 500,000

**DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)**

Coverage includes Iron Mountain Inc and all subsidiaries and affiliates including: Iron Mountain Information Management, LLC, Iron Mountain Information Management Services, Inc. and Iron Mountain Secure Shredding Inc., and Iron Mountain Fulfillment Services, Inc. and Iron Mountain Intellectual Property Management Inc.

**CERTIFICATE HOLDER**Iron Mountain Incorporated  
One Federal Street  
Boston, MA 02110**CANCELLATION**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE  
of Marsh USA Inc.

Sam Baliga

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CITY OF CHICAGO

DEPARTMENT OF ASSETS, INFORMATION & SERVICES

**MEMORANDUM**

**TO:** Jacquelyn Charleston  
Deputy Commissioner  
Department of Procurement Services

**ATTN:** Gwendolyn Smith  
Staff Assistant  
Department of Procurement Services

**FROM:** David J. Reynolds *JSB*  
David J. Reynolds  
Commissioner

**DATE:** July 21, 2021

**RE:** Waiver Request of M/WBE Participation Levels for *NCRB Request for New Sole Source Agreement with Iron Mountain*

**Spec No.:** 1225669

**RX No.:** 406714

Based on the outlined scope of services for our NCRB Request for New Sole Source Contact with Iron Mountain and Iron Mountains request to waiver M/WBE participation levels due to its limited ability to subcontract with minority and women-owned firms to directly support the City of Chicago. We are requesting concurrence of this request.

Iron Mountain currently has a supplier diversity program and continues to promote the presence and growth of diverse suppliers in the market and continue to consider businesses owned by minorities, women and other disadvantages groups as potential suppliers when evaluating participants for sourcing activities and subcontracting opportunities. However, despite Iron Mountain's commitment to supplier diversity, the nature of the business and its requirements for security and chain of custody control of the City's materials, limit the ability to subcontract work that can directly support the City of Chicago.

If further information is required, please feel free to contact Judith Mims at x4-1817 and [Judith.Mims@cityofchicago.org](mailto:Judith.Mims@cityofchicago.org).

cc: C. Twohig/DPS  
S. Loboda/DPS  
T. Hinton/DPS  
S. Blakemore/AIS  
G. Bell/AIS  
J. Muss/AIS

Judith

Here is the email from Iron Mountain – confirming agreement with the terms and conditions of the PSA.  
Let me know if you have questions.

Jennifer

Jennifer Muss  
Deputy Commissioner  
City of Chicago  
Department of Assets, Information and Services  
2 North LaSalle, Suite 200  
Chicago, IL 60602  
(312) 744-9723

**From:** Dickerson, Greg <[greg.dickerson@ironmountain.com](mailto:greg.dickerson@ironmountain.com)>

**Sent:** Tuesday, September 7, 2021 7:45 AM

**To:** Jennifer Muss <[Jennifer.Muss@cityofchicago.org](mailto:Jennifer.Muss@cityofchicago.org)>; Thomas Lane <[thomas.lane@ironmountain.com](mailto:thomas.lane@ironmountain.com)>

**Subject:** Iron Mountain - City of Chicago

[Warning: External email]

Hello Jennifer,

We are comfortable with the agreement and are ready to move forward on our end. I've attached the agreement. Final question, should he send over a stamped version, OR do you want to generate the

thanks, Greg

**GREG DICKERSON | TERRITORY BUSINESS DIRECTOR**  
**IRON MOUNTAIN**

309-208-4491 – mobile  
[www.IronMountain.com](http://www.IronMountain.com)  
700 Pinecrest Dr.  
East Peoria, IL. 61611





IRON  
MOUNTAIN®

GOVERNMENT SOLUTIONS

## IRON MOUNTAIN CAPABILITIES AND PROGRAM RECOMMENDATIONS

**PREPARED BY: IRON MOUNTAIN INFORMATION MANAGEMENT, LLC.**

One Federal Street  
Boston, MA 02110

DUNS: 621417633  
CAGE CODE: 1F2Y7

### CONFIDENTIALITY

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**To: Office of Shannon Andrews  
Chief Procurement Officer**

**Attention: Jacquelyn Charleston  
Deputy Procurement Officer for the Department of Procurement Services (DPS)**

Iron Mountain began its supplier diversity program in 1999 and continues to promote the presence and growth of diverse suppliers in the market by providing qualified firms with an equitable opportunity to compete for business. As part of this effort, members of Iron Mountain's Procurement Department consider businesses owned by minorities, women and other disadvantaged groups as potential suppliers when evaluating participants for sourcing activities and subcontracting opportunities. However, despite Iron Mountain's commitment to supplier diversity, the nature of Iron Mountain's business and its requirements for security and chain of custody control of customer materials, limit the ability to subcontract work that directly supports specific customers.

Iron Mountain's Records Management Services largely consist of the collection and retrieval of material from City of Chicago locations and warehousing of this material for extended periods. The activities necessary to support this business would be performed mainly by Iron Mountain employees at secure Iron Mountain facilities, or if appropriate (e.g., transportation of records), by one of Iron Mountain's highly-vetted preferred third-party providers, to ensure the safety and security of City of Chicago records. These factors limit the opportunities for Iron Mountain to engage diverse suppliers for the City of Chicago relationship and therefore we are seeking a full MBE/WBE waiver .

Although Iron Mountain is limited in its ability to subcontract with minority and women-owned firms to directly support the City of Chicago relationship, we will continue to identify opportunities to subcontract with minority and women-owned firms and other small and disadvantaged companies, to support its overall business in areas such as marketing services, software and hardware purchases, professional consulting services, supplies and similar functions.

Additionally, consistent with common practices of firms in highly competitive industries, Iron Mountain outsources the management of many of its overhead support services, including

temporary staffing and facilities management services. And while Iron Mountain no longer contracts directly with vendors that service our facilities or provide temporary staffing, we work closely with our third party providers to manage relationships with individual suppliers and encourage the use of diverse business entities.

Iron Mountain is a sponsor of the Greater New England Minority Supplier Development Council (GNEMSDC) and Center for Women and Enterprise (WBENC affiliate), and participates in events aimed at attracting qualified minority-owned vendors. In addition, Iron Mountain has access the database of minority-owned vendor maintained by CVM Solutions, Inc., and uses information from that system to identify potential suppliers.

Thank you for your consideration,

*Gregory J Dickerson*

**GREG DICKERSON | TERRITORY BUSINESS DIRECTOR**  
IRON MOUNTAIN

309-208-4491 – mobile  
[www.IronMountain.com](http://www.IronMountain.com)  
1301 S. Rockwell St.  
Chicago, IL 60608

OUR VALUES: Integrity | Safety & Security | Customer Value | Ownership | Inclusion & Teamwork





03-31-2021

Noemy Quinones  
City of Chicago  
Department of Assets, Information and Services (AIS)  
Division of Records Management  
1 N LaSalle Street, Suite 200, Chicago, IL. 60602

Iron Mountain Services

Dear Ms. Noemy Quinones:

Iron Mountain understands the City of Chicago has the continue need for Record Management services to support the storage and access to valuable government records. I would like to share and justify the continued relationship between the two organizations.

Iron Mountain and the City of Chicago have had a long term relationship with the City of Chicago. This long term relationships has evolved into a records management program where many unique workflows have been tailor-made to support the specific needs of the City of Chicago. Iron Mountain has a very robust program in place today and stores in excess of 150,000 cubic feet of information for the City of Chicago. This evolving solution presents a teaming relationship that has created an effective strategy that we believe will provide the many benefits to the City of Chicago that are unique.

Some of these unique items include:

- Specific destruction workflows to support the potential eligibility of records and then review of these records to support the City of Chicago.
- This supports leads to additional information being uploaded manually entered and upload into inventory history by Iron Mountain at the request and support of the City of Chicago. This helps the City track needed information to fulfill internal requirements.
- Iron Mountain had created an inventory move plan with the City that instead of working with all inventory in the most effective way for Iron Mountain but does support the most efficient way for the City to review their records. Together we review the inventory department by department across multiple facilities. This method Iron Mountain does this as a courtesy to support the needs to the City of Chicago.

In addition, Iron Mountain has many standard workflows that exceed the industry standard included in its record management program. We believe our services and solutions successfully meet our





customer's expectations and we look forward to continuing our relationship with the City of Chicago. I believe the Record Management Program Capabilities (Page 2 & 3), the Secure Destruction Capabilities (Page 6) will specifically highlight our unique workflows.

Should you have any questions or require any additional information from Iron Mountain, please do not hesitate to contact me at 309-208-4491 or [Greg.Dickerson@ironmountain.com](mailto:Greg.Dickerson@ironmountain.com)

Respectfully submitted,

*Gregory J. Dickerson*

Greg Dickerson

Territory Business Director

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## COMPANY OVERVIEW

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*From the everyday to the extraordinary, our customer's rely on Iron Mountain to securely store information and assets with a chain of custody that ensures that they are protected and accessible.*

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Iron Mountain provides record management, data management, information governance, and information destruction services for more than 225,000 organizations around the world. The rapid changes occurring in today's business climate are causing a significant disruption. In this increasingly complex landscape, organizations are faced with an ever-growing volume and variety of information impacting the ability to effectively and compliantly manage, access, and extract data. Iron Mountain offers Government agencies, Education organizations, and Commercial customers an array of information management solutions that helps our customers know what information they have, where it is stored, and how to get to it quickly and confidently to unlock its inherent value. Iron Mountain's solutions to help secure physical and digital assets to lower costs, mitigate risks, meet compliance and improve access to mission critical information.



**Figure 1. Iron Mountain Global Presence.**

As the information landscape transforms, organizations need to balance cost reduction and revenue growth against the need to manage exponential information growth, address growing privacy concerns, and accelerate digital transformation. Iron Mountain is dedicated to understanding the needs of our customers to assist with the management of information and assets throughout their lifecycle. Iron Mountain's services include standardized solutions for every aspect of our business including storage for both hardcopy records and electronic media, transportation, digitization and transformation services, offsite/onsite destruction, data centers, and specialized labor. Iron Mountain also provides niche solutions including relocations of library and archival collections for Educational institutions and Government entities. Our Entertainment Services solutions provide our customers with the ability to preserve physical and digital assets through audio, video, graphics, and data migration preservation services. Our ability to service our customers is further enhanced by a dedicated team of professionals with the experience necessary to provide a comprehensive solution.

Iron Mountain is dedicated to understanding the needs of our customers to assist with the management of information and assets throughout their lifecycle. Iron Mountain strives to help our customers decrease cost, reduce risk, increase agility, and enhance value. Given the long-term nature of archiving relationships and the critical nature of our customer's material, Iron Mountain has developed program recommendations presented in this document based on industry best practices, defined processes, and tested procedures. Our recommendations leverage our long-standing capabilities in securing materials for thousands of customers worldwide.

## RECORD MANAGEMENT PROGRAM CAPABILITIES

*Iron Mountain Records Management Services provides the resources necessary to store and safeguard information assets while making them easily accessible.*

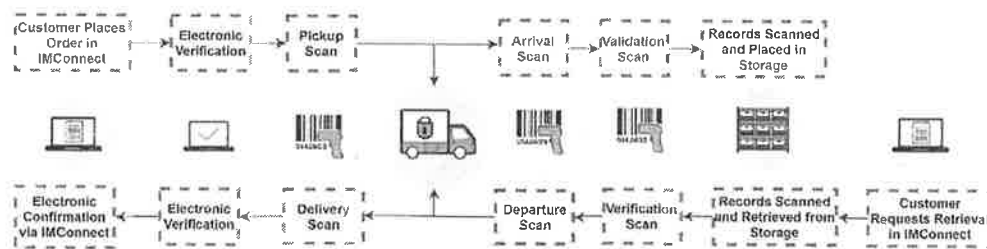
Iron Mountain provides our customers with comprehensive record and information management solutions. Iron Mountain provides our customers with industry best practices, defined processes, and tested procedures to support the overall management of their records and information program. Iron Mountain's comprehensive records and information management services include standardized solutions for transportation, retrievals, refills, interfiling, rush/critical delivery, indexing, scanning, destruction, carton purchases, and specialized labor. As a trusted industry leader, we provide our customers the confidence to entrust their records management through the use of proven processes, practices, and thinking.

### DOCUMENTED PROCESS WORKFLOW

Iron Mountain's proven workflows ensure chain of custody and proper care for our customer's informational assets. Iron Mountain's workflows combine standard operating procedures with multiple barcode scan points to ensure records are accurately processed and creates an effective, secure records management program.

#### Incoming/Receiving of Material Workflow Recommendations

A well-defined workflow addressing a standard process for receipt of material at a Records Center drives secure, reliable service, and augments the quality of records indexing for improved access and information management. Incoming workflow drives secure, reliable service, and augments the quality of records indexing for improved access and management. Iron Mountain's proven workflows (**Figure 2**) ensure chain of custody by combining standard operating procedures with multiple barcode scan points and data entry validation to ensure records are accurately processed.



**Figure 2. Pickup and Retrieval Workflow.**

#### Delivery (Customer Retrieval) Workflow Recommendations

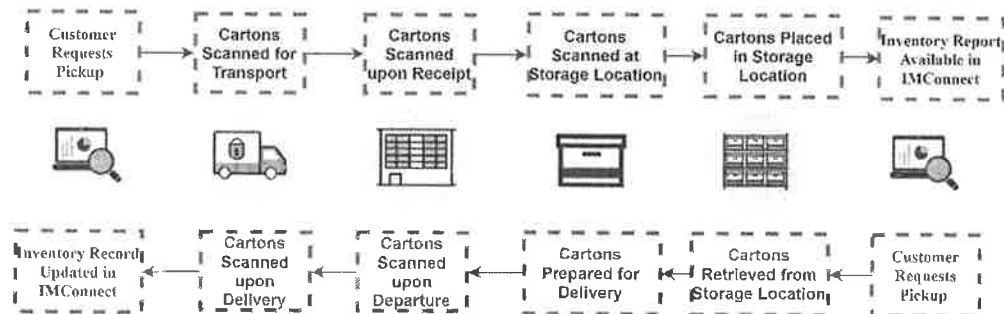
Iron Mountain's secure storage solution provides our customers with the ability to request records to be returned, as required, either by individual file, units of records, or entire containers of records through our web-based customer interface portal. Iron Mountain uses standardized procedures, depicted in **Figure 2**, to accurately locate records for retrieval to produce an auditable chain-of-custody record for each record or box is critical to Iron Mountain's customers. Our workflow is further enhanced through the use of carton banding to protect contents during transit, retrieval label double scan for accuracy, vehicle and electronic validation to ensure all cartons are accounted for.

#### Electronic retrievals

Iron Mountain provides our customers with the ability to retrieve documents via our Image on Demand service which prepares a digitized/scanned version of the requested file(s) and secure transfer of the resulting output. As a result of the 2020 COVID-19 pandemic, some of our customers have shifted the way they operate and the way they retrieve their information. Iron Mountain has been able to continue to support our customer's needs with an electronic retrieval solution for their paper-based documents. Iron Mountain would suggest the inclusion of an electronic (digitized/scanned) retrieval solution in any resulting RFP or Statement of Work to ensure access to necessary information is possible whether an employee is working on-site or remotely.

### CHAIN-OF-CUSTODY

Our customers, and the importance of the records to be stored, demand an established and proven end-to-end model that provides full insight into records tracking and movement from initial receipt to through final withdrawal. Iron Mountain implements best in class chain-of-custody practices to mitigate any risk associated with the movement of our customer's records to and from any Iron Mountain facility. All customer records requested and delivered follow a vigorous and secure chain-of-custody process to ensure information is protected and transitioned properly through the full lifecycle of the record. **Figure 3** depicts Iron Mountain's standardized model for chain-of-custody best practices. Iron Mountain enhances our chain-of-custody and protection through the use of unique box identifiers, multiple scan points, designated holding areas for processing, box repair/replacement, and the use of barcode technology to capture metadata.



**Figure 3. Records Management Chain of Custody.**

## DATA MANAGEMENT CAPABILITIES

*Iron Mountain's offsite data protection program aligns tape storage with changing business needs.*

Information is one of the most valuable assets for any organization and how it is managed is integral to the overall security of electronic data. The importance of a comprehensive and secure program will enable business continuity and reduce risk of exposure of confidential and sensitive information. Adopting media management best practices cannot be achieved overnight. Every facet of our solution, including vault design and employee selection, is designed to reduce the risk for our customer. We are accountable for our customer's backup data and our procedures and policies meet or exceed industry security standards. Iron Mountain's comprehensive tape archiving services, designed to support efficient management of the entire media lifecycle, can also provide our customers with tape reconciliation, audits of off-premises tapes, disaster recovery for emergency delivery of backup tapes, secure media destruction, and complete library relocation.

### DOCUMENTED WORKFLOW PROCESS

With Iron Mountain performing more than 5 million pickups and deliveries of backup tapes per year, we know maintaining rigorous tracking and inventory controls are key to successful execution. Iron Mountain's internal process management system continuously tracks

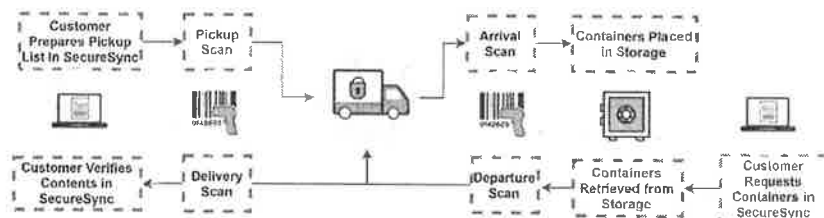


Figure 4. Offsite Tape Vaulting Workflow.

customer media from the customer site to our vehicle, from our vehicle into our vault, and back to the customer as required. Information security is dependent on a quality workflow process. Iron Mountain built high quality standards into our processes, and by leveraging a core set of standard workflows, Iron Mountain ensures the protection and accuracy of our customer's information whether it is in transit or in secure storage. To achieve this, Iron Mountain uses checks and balances—redundant steps that we design into our process to validate order integrity. Each step of the way we validate the order's accuracy, comparing against the previous step in the process. Iron Mountain believes the following workflow elements, part of our standard solution, ensures our customers are provided an effective, secure documented process.



#### Improved Workflows and Chain-of-Custody

Redundancy built into the workflow process to validate order integrity through barcode scans at each defined workflow step to ensure chain-of-custody.



#### Enhanced Inventory Control Data

Use of unique barcode labels hand-held scanner to capture every transaction associated with each container or piece of media, including date and time of transaction(s), to enhance inventory control and support inventory audits.



#### Protect Information

All transactions are conducted with an authorized user and no material is released without verification via an electronic handheld scanner.

**Figure 5. Benefits of Iron Mountain's Secure Media Storage Solutions**

### SECURE STORAGE CONTAINERS

The safe handling of customer media is an important component of Iron Mountain's offsite program and protecting it with the best impact resistant containers will help ensure data can be accessed when needed. Iron Mountain has significant experience in offsite tape vaulting, and the containers we helped design reflect the learnings of a company dedicated to the protection, security, and optimized storage of your media. First, the dimensions are optimized to fit on standard shelving. They can rest on either their bases or back spines, maintaining proper tape storage orientation while minimizing wasted space and allowing for more efficient storage. The modular design allows our customers to leverage the same containers to hold different types of media, making media handling operations easier to manage.

#### Iron Mountain's Secure Media Containers

- Industrial strength, high-density polyethylene box to keep data safe and secure, protecting against shock during transport
- Offered in multiple sizes to meet program needs
- Avoid the use of certain packing materials such as polystyrene foam
- Integrated lockable metal latch to create a positive closure system and prevents easy entry into the containers by unauthorized individuals



## SECURE DESTRUCTION CAPABILITIES

*Safeguard the privacy of your information and keep compliant — enabling you to protect your brand and reduce risk.*

Iron Mountain understands the importance of protecting against privacy information theft and breaches. Iron Mountain has developed a secure destruction program to provide our customers with assurance that all documents are destroyed safely and securely. We have designed our operating procedures based upon many years of experience enabling us to provide our customers with the most reliable, consistent and secure service. Iron Mountain's NAID-certified secure destruction program includes resources and proven expertise to leverage destruction best practices to ensure:

- a consistent, auditable chain-of-custody from pickup to destruction
- compliance in an ever-changing regulatory climate
- complete visibility via reporting and online monitoring tools that helps maintain control over the program, services, and costs

Iron Mountain provides our customers with both onsite and offsite shredding and destruction services for materials disposed of in all Iron Mountain provided containers as requested. Iron Mountain's destruction vehicles are equipped with InControl, our vehicle process controls, which provides an added layer of security to ensure all customer material is protected from pickup, through the destruction process, and during transport to the designated Iron Mountain destruction facility. To protect against privacy information theft and breaches, our customers need assurance that all documents are destroyed safely and securely. Though most customers understand how important protecting information is to protecting the wellbeing of its employees and customers, all too often, there is one critical point where security is an afterthought: information destruction.



### **Auditable Chain-of-Custody**

Destruction containers should be scanned at designated locations, where key service information such as barcode ID and container volume are captured, to produce a verifiable audit trail



### **Certificate of Destruction**

Available electronically via an online web-portal and captured on the monthly invoice



### **NAID Standards**

Destruction process should be NAID certified to process and permanently destroy all materials to a non-recoverable form.



### **Broad Service Coverage**

Extended coverage area with trucks equipped to handle transport of material to a variety of locations.

**Figure 6. Features of Iron Mountain's Secure Destruction Program**

## DIGITAL TRANSFORMATION SERVICES

*Iron Mountain's Digital Transformation Services provides agencies with support to categorize and classify information to improve business processes, decision making, and information sharing across the organization.*

Digital Transformation is a key imperative for most organizations today. The world is changing and with it technology and trends are disrupting the status quo. Iron Mountain is a trusted guardian of our customers' information and assets, and these customers are looking to us to help drive the future of data and information management in an environment that is rapidly changing. 89% of organizations have adopted or have plans to adopt a "digital first" business strategy. Further, 86% of organizations agree that if they do not embrace digital transformation they will be a less competitive and/or effective organization. With a shift to digital environments, data privacy is paramount.

Iron Mountain has helped organizations navigate the complexities of achieving digital maturity. Iron Mountain



### Drive Business Growth

Unlock the value of your information and using that information to uncover insights and to create potential new revenue streams.



### Improve Efficiency and Extend Your Budget

Manage your data growth through effective storage solutions, optimize IT infrastructure with colocation and cloud services, and automate business processes to achieve a new level of digital maturity.



### Protect Information

Set and enforce retention policies to maintain a defensible destruction program. Understand what data they have, where it resides, and how long it must be retained allows for efficient response to audit requests or other compliance-related activities.



### Enhance the User Experience

Provide better access to information through indexed and accessible data.

### Figure 7. Features and Benefits of Iron Mountain's Digital Transformation Solutions.

Iron Mountain has a broad range of services to help customers in their Digital Transformation and enable them to address the evolving market demands.

With our **Document Conversion**, our customers unlock the value of information in their paper records and documents with a fast efficient process for the strategic conversion to a digital format. Information can be stored in an electronic repository where it can be easily and securely shared. Our Backfile, Day-Forward, and Image on Demand services, can increase access to data, facilitate effective management of information, and decrease storage costs of unnecessary records.

Our Content Analytics solution, **Iron Mountain InSight**, can help unlock dark data contained in physical and digital assets enabling business insight. Iron Mountain provides data mapping,

classification, restoration, and migration services to make data more accessible, and provides customers the ability to make better decisions and drive their business forward.

With our **Data Center** solutions, Iron Mountain offers customers the ability to optimize the deployments of applications and data by migrating from traditional storage solutions to cloud storage and data center colocation. Iron Mountain provides the ability to tier data to the most cost-effective storage solution, leveraging cloud and tape technology.

**Workflow Automation** solutions enable organizations to streamline their business processes for key functions, including Human Resources, Accounts Payable, Accounts Receivable, and Contracts Management – enabling them to increase organizational agility and become a more digital workplace.

Iron Mountain's **Advisory Services** assesses the way our customers govern their information and develops a customized, actionable roadmap to address any gaps identified based on their specific goals and objectives for information management.

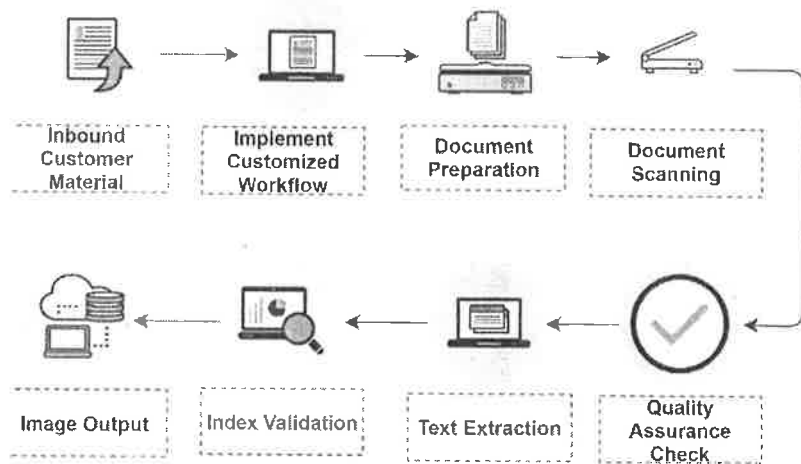
Our **Data Restoration and Migration** services help to restore archived data regardless of the software and equipment used to place that data on the tape and the format of the media – enabling the transformation of this archival information.

Information is at the heart of digital transformation and needs to be managed properly. Iron Mountain provides our customers with complete lifecycle information management, from creation to destruction, to enable faster and more efficient access to information.

## DOCUMENT CONVERSION

Iron Mountain's core digitization services include day forward and backfile scanning for bulk digitization, as well as Image on Demand services that offer our customers a low-cost, efficient option for the digital retrieval of documents in Iron Mountain's storage facility. We manage the assets of numerous customers to produce more than 100 million images per month and nearly 1.5 billion images per year. Iron Mountain's digitization capabilities include paper based materials including but not limited to books, journals, newspapers, manuscripts, loose leaf notebook, loose material in file folders, and other archival documents, maps, and catalog cards. Additionally, Iron Mountain can process microform documents such as microfilm, microfiche, and microcards.

Iron Mountain has established standard operating procedures (SOPs), **Figure 9**, for our document conversion process and based on our experience, Iron Mountain would recommend consider the following process recommendations to ensure the selection of an efficient document conversion solution. These SOPs include the establishment of documentation for each distinct application, training acknowledgement for each operator involved in the application, tracking and logging of tasks and operators and Quality Assurance (QA) inspections with any resulting corrective actions. Our SOPs also include a process for quickly retrieving and returning documents that the customer needs to have back during the imaging process. Documents can be returned either electronically through our image-on-demand service, or in hard copy. Iron Mountain believes our established Standard Operating Procedures, inclusive of the following process phases, creates an effective document conversion process to ensure the effectiveness of our proposed digitization solutions.



**Figure 8. Iron Mountain's standard Document Conversion Process**



### Program Implementation

Coordination with the customer to review, define, and document the specific digitization requirements.



### Document Inspection

Inspect original material prior to beginning the digitization process to identify any anomalies that could require an adjustment to the digitization process.



#### **Document Preparation**

Review of material to ensure correct order, remove any bindings or fasteners, perform any repair to pages, and redaction of text if necessary.



#### **Document Conversion**

Digitization services conducted using state-of-the-art desktop scanning systems capturing images as an Adobe PDF file, with the digital image capture of either as a bi-tonal (2-bit) or grayscale (8-bit per color) capture (Iron Mountain captures the digital image in any format.)



#### **Image Enhancement**

Performed on all images automatically to analyze/correct to produce the highest image quality results.



#### **Indexing**

For the highest achievable indexing accuracy, Iron Mountain applies its special indexing process (double-blind keying).



#### **Quality Assurance**

Evaluate image quality results along with indexing data capture accuracy.



#### **Formatting and Final Product Delivery**

Creation of a database of digital images and associated indices in accordance with the customer's required file format and directory path and encrypted and burnt onto a secured external hard drive.



#### **Post Digitization**

Post digitization work, if required, should include reattaching fasteners, creating protective enclosures, and wrapping disbonded items.

**Figure 9. Features of Iron Mountain's Document Conversion Process.**

### **DOCUMENT CONVERSION QUALITY CONTROL PROCESS**

A defined quality control process ensures all material is reviewed and monitored throughout the entire document conversion process. Iron Mountain's quality control process focuses on the following four (4) primary areas of concern: document separation, page capture, image clarity, indexing integrity. Our Quality Control process is specifically designed to review and monitor the quality of our customer's information throughout the entire imaging process. As the work passes through each phase of the imaging process, it is quality checked randomly by unit. Upon reaching the final phase of the imaging process, Iron Mountain will have produced a quality product that multiple persons have reviewed prior to delivery, and the customer can be assured that Iron Mountain has taken many precautions to prevent unacceptable images/indexes.

### **DOCUMENT CONVERSION FACILITIES**

Iron Mountain is prepared to support our customer's current and future digitization needs via a vast network of over 80 facilities with imaging capabilities in North America. Iron Mountain maintains eight (8) large scale Imaging Centers of Excellence located within the continental U.S. and as a company, scans over 100 million images per month. Based on our experience, Iron Mountain believes our customers benefit from an imaging facilities that utilize state of the art technology and standardized processes to achieve efficient, high quality digitization solutions delivering a broad range of services.

## IRON MOUNTAIN INSIGHT

The distributed nature of today's business environment creates an ecosystem of diverse systems with multiple data types from various data sources. Through our records and information management support, Iron Mountain discovered our customers often struggled with controlling the chaos while trying to organize information to meet digital transformation goals. Iron Mountain understands there is no easy way to unlock business insights hidden deep within physical and digital data. Iron Mountain's InSight content services platform that provides our customers an innovative convolutional neural network-based Machine Learning platform for classification and entity extraction. InSight is a cloud-native platform implemented on GCP, which provides cloud hosted capabilities and extended client functionality in a SaaS model.

As a result, our customers benefit from a reduced training set required for the identification of business content across the organization. Collaboration across digital and physical content will allow for a more granular management of the information overall. Through the InSight platform, Iron Mountain has been able to consistently provide our customers with business process improvements, such as:



### **Accelerate Digital Transformation**

Capture, classify, index, and visualize your data regardless of format – physical and digital – so you can accelerate time-to-revenue and reduce inherent external and internal risks within your organization.



### **Reduce Records Management Burden**

Keep your resources focused on business issues while a trusted partner collects, classifies, and enriches your data.



### **Reduce Risk and Drive Compliance**

Validate your data is complete, reducing risks associated with audit, litigation and M&A activity.



### **Trusted and Tested**

Benefit from Iron Mountain's heritage of trust, expertise and services to manage your data today and tomorrow.



### **Accelerated Move to Robotic Process Automation**

Leverage auto-classified and enriched content as an input to robotic processes and gain time-to-efficiency.



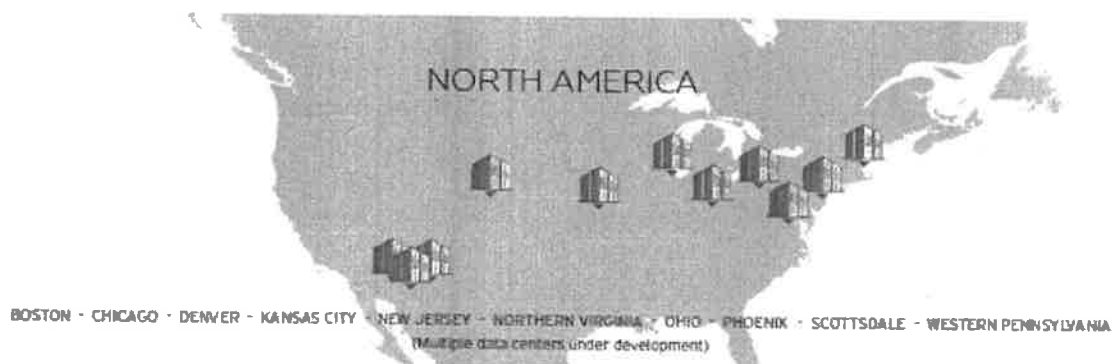
### **Business Assurance**

Empower critical decisions by unlocking the power and value hidden in your data.

**Figure 10. Features of Iron Mountain's InSight Platform**

## DATA CENTER SOLUTIONS

Business continuity and high availability are among the driving forces influencing all IT investments today. In an era of 24x7 global operations, any downtime can have significant repercussions in accomplishing mission objectives, overall IT security, and even damage to an agency's reputation. As one of the world's largest colocation companies, Iron Mountain Data Centers (IMDC) has extensive past performances in the Federal, State, and Local Governments, and Commercial markets across our more than 1,300 data center customers. Iron Mountain maintains 16 Data Center locations around the world, with 13 locations in North America.



**Figure 11. Iron Mountain North America Data Center Locations**

By choosing the right partner for data center colocation, organizations of all sizes can reduce their risks for downtime, and can much more closely align their disaster recovery requirements with their business objectives. Benefits of choosing Iron Mountain as your third-party Data Center provider includes:

- Lower total cost of ownership.
- Increased operational efficiency.
- Predictable cost structure.
- Consumption-based pricing.
- Reduction in CAPEX.
- Agility in a cloud-based world with smart, seamless expansion.

Iron Mountain Data Centers meet the exacting requirements of the world's most demanding organizations. The confidence we instill in every customer was born from our proven, steadfast ability to provide unwavering, functioning products, support and services for the thousands of Records Management and Data Center customers we support.



## WORKFLOW AUTOMATION

Today's increasingly competitive global economy requires decisions to be made faster than ever. Iron Mountain's Workflow Automation solutions enable organizations to streamline their business processes for key functions, including Human Resources, Accounts Payable, Accounts Receivable, and Contracts Management – enabling them to increase organizational agility and become a more digital workplace.

Iron Mountain's customer's need instant insight into the status of their people and their processes. Manual processes create inefficiencies, introduce compliance and security risks, and stymie collaboration across organizations. Automating workflows and document processing provides organizations with greater visibility into their processes and information and allow for the identification of process inefficiencies in order to drive process improvement.

## POLICY CENTER

Iron Mountain's Policy Center is a cloud-based retention and privacy policy management platform available to Iron Mountain customers as a subscription service, ranging from pre-built to more advanced customized editions. Policy Center includes updated fully cited and summarized retention and privacy requirements backed by quality legal research from our international network of law firms.

With Policy Center, our customers have the ability to:

- Keep retention and privacy policies current and compliant and reduce risk of fines
- Save on information storage costs by confidently disposing of information
- Quickly access what you need when you need it

Iron Mountain provides customers three (3) Policy Center options to best fit the needs of their organization:



### Policy Center Standard Edition

pre-packaged retention schedule for small to mid-sized organizations and it is appropriate for organizations with limited internal RIM capacity.



### Policy Center Professional Edition

Offers custom retention schedules for larger organizations as well as robust customization, reporting, and publishing capabilities.



### Policy Center Enterprise Edition

Offers custom retention schedules for enterprise-scale organizations. Enterprise Edition offers the most robust customization, reporting, and publishing capabilities. It also includes privacy model, data flow mapping, and the ability to systematically apply retention schedules.

### Benefits of Iron Mountain's Workflow Automation

- Cost reduction
- Improve process management
- Empower employee effectiveness
- Enable agility
- Support strategic planning

**Figure 12. Features of Iron Mountain's Policy Center**

## ADVISORY SERVICES

Experts on Iron Mountain's Advisory Services team guide our customers through the process of assessing their Information Governance (IG) program to develop a roadmap to help you achieve your IG goals. Advisory Services consists of IG professionals with deep information management and governance expertise who are trained to deliver compliant standard of care services and have established IG programs for some of the world's largest and most heavily regulated organizations. Our team includes skilled legal researchers & attorneys, records managers, library and information scientists and experts in electronic content management with practice areas in most industries. Iron Mountain's Advisory Services include:



### Privacy Advisory Service

Geared towards assessing and improving an organization's privacy compliance program to reduce risks of exposing sensitive data.



### Information Governance Assessment Service

Methodically evaluate existing policies and procedures, identify strengths and weaknesses, and develop a comprehensive roadmap for process improvements.



### Information Governance Program Development Service

Help with the development of a cross-functional Information Governance steering committee and target operating model.



### Content Classification Service

Develop a method to search quickly and accurately for information.



### Onsite Staffing Service

Provide trained professionals to work alongside customer employees to implement and administer the identified process improvements.

**Figure 13. Features of Iron Mountain's Advisory Services**

## DATA RESTORATION AND MIGRATION

Iron Mountain understands that most Information Technology (IT) departments are not resourced to perform restoration services beyond normal data recovery. Often, our customers require a defensible, auditable, and repeatable process to restore data on demand without the complexity of maintaining the infrastructure required to restore old data tapes. Iron Mountain's Data Restoration and Migration Services (DRMS) will provide our customers the ability to merge data from different locations, consolidate a data center, or transition from a tape to cloud storage environment.

Our solution includes restoration of backup tapes, optical disk format, and logical format that has been commercially available over the past 30 years. Should backup tapes need to be included in litigation or regulatory events, extensive knowledge, expertise, and experience in legacy systems has enabled us to develop customized native and non-native solutions.

Iron Mountain Data Restoration and Migration Services is a fully managed tape solution that includes services for on-demand data restoration, data migration (to cloud), off-site tape storage and management, and secure transportation. With Iron Mountain Data Restoration and Migration Services,

you can achieve multi-tier data management that meets your compliance and business requirements using a low-cost tier for long-term data retention.

## CONCLUSION

From the everyday to the extraordinary, you can rely on Iron Mountain to store and secure what matters most. Our skilled experts can help you keep up to date with fastpaced regulatory changes and transform to a more digital way of working. Our responsibility begins when you entrust your information to us, and doesn't end until we either return the assets or securely destroy them. That's why we have earned the trust of more than 95% of Fortune 1000 organizations and have maintained our leadership in the industry for nearly 70 years.

Regardless of the services that you use, our commitment to you is the same: to be the trusted guardians of the assets most important to you and securing their past, present and future value. With thousands of local facilities and the resources of a global organization, we deliver quick turnaround on your information requests and a consistent program across your organization. Our responsive and flexible services can be tailored to meet your needs.